Possible References

Network administration by monitoring host system service or component utilization and automatically escalating event notification up hierarchy
Patent Assignee: NOCPULSE INC (NOCP-N)
Inventor: DEIBLER M; FARALDO D D; PARKER D; PETERSON L; PINGEL A; PRALL J; RAMANAN T; SANTINELLI P

Patent Family (4 patents, 96 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 2002037392	A2	20020510	WO 2001US46021	A	20011018	200245	B
AU 200220150	A	20020515	AU 200220150	A	20011018	200258	E
EP 1397889	A2	20040317	EP 2001992973	A	20011018	200420	E
			WO 2001US46021	A	20011018		
AU 2002220150	A8	20051020	AU 2002220150	A	20011018	200615	E

Abstract:
NOVELTY - Method consists in **monitoring** a host **system parameter** (service, component utilization) for a **predetermined event** (parameter state change, threshold value overrun) using a **local satellite system**, generating a **notification** when it happens for a **person** in a **hierarchy**, and automatically escalating it to a second person according to a set of rules if the first person fails to acknowledge within a set time... DESCRIPTION - There are INDEPENDENT CLAIMS for (1) a hierarchy notification **computer** program, (2) a network **parameter monitoring** and notification apparatus, (3) a **monitoring** and notification **system**. ... ...USE - Method is for notifying **state** changes in a **monitored system** on a network... ... A method and apparatus is described for monitoring, notification, and reporting of the status of a business site's infrastructure. The monitoring **captures** pertinent health and status information of **hosts using** a **satellite system** located **locally** to the **hosts.** This information **serves as** a **basis** for reports that the business site may generate about the **hosts. Thresholds** may be set on **monitored parameters** of **a host** and feed into an **acknowledgment based** notification process **based** on a set of escalation **parameters** that triggers alerts to persons designated by the business site. Real-time and historical of the infrastructure data reports may be generated. An infrastructure's... ...

date is too late though

Computer network monitoring system e.g. for Internet, notifies deviation in operation of ports and device connected to network with respect to business rules based on notification information

Patent Assignee: LIVE NETWORKING INC (LIVE-N)
Inventor: CARLETON R

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20010044840	A1	20011122	US 1999170471	P	19991213	200206	B
			US 2000736956	A	20001212		

Abstract:
NOVELTY - A database (86) stores **operational** information about ports and devices which are connected to the computer network, **business rules** and **notification** information. The **operations** of the **ports** and the **devices** are **monitored**, based on the **business rules**. Any deviation in the **operation** with respect to the rules is **notified** to personnel according to the **notification** information. DESCRIPTION - An INDEPENDENT CLAIM is also included for a method of **monitoring** the **operations** of the **computer** networks... ...USE - For **monitoring** and **surveillance** of the **computer** network such as Internet according to set of **business rules**. ... ...ADVANTAGE - Enables efficient monitoring, **notifying** and reporting on key network **devices**. Provides round-the-clock **surveillance** of client network. Continuous monitoring is enabled through the use of redundant monitoring and administration services... ... The present invention pertains to a method and **system** for real-time **monitoring** and **surveillance** of **a computer network** according to **a** set of **business rules** that describe **system and** device **operational** requirements. The **business rules** are determined **by users** and implemented by network administrators so that direct, real-time, on-the-fly secure, interaction with the **business rules** is provided. **The invention** provides an interface to apply the **business rules** to network **monitoring so** that **designated users** are **notified according to user defined escalation** levels **when** a **device** violates a **business rule.**

Claims:
What is claimed is: 1. A **system** for **monitoring** the **operations** of a **computer** network **from** within **a** client **server system** which **is** operatively connected upon the computer network, comprising: means for storing and retrieving **operational** information about ports and devices which are connected upon the **computer** network; means for storing and retrieving **business rules** which describe intended **operations** of ports and devices operatively connected to **the computer** network; means for **storing** and retrieving **notification** information which includes information about parties which are to be **notified** within each of a series of **escalation** levels; means for **surveying operations** of the **ports** and **devices** in relation to the **business rules**; and means for communicating **alert notifications** to personnel **according** to **said notification** information when the **operation of** the **surveyed ports** and **devices** contradict said **business rules.**

Remote service management fault escalation method in internet, involves transmitting computer fault notification e-mail to second recipient, if first recipient of e-mail does not respond within predetermined time
Patent Assignee: NCR CORP (NATC)
Inventor: LEHNER K S

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 6757850	B1	20040629	US 1998223015	A	19981230	200445	B

Abstract:
NOVELTY - The e-mail is transmitted to preselected first recipient, during the occurrence of escalatable fault on a customer computer connected to internet. The fault and e-mail routing data are stored in a relational database. The database is scanned for transmitting another e-mail to second recipient, if first... ... article of manufacture comprising computer readable medium storing remote service management fault escalation program; computer architecture; and computer system... ... USE - For fault management in computer network e.g. internet and local area network (LAN) used for providing remote customer services such as banking services.... ... ADVANTAGE - Provides customizable, reliably and timely mechanism for alerting for customer support personnel about the occurrence of fault on customer computer using e-mail.... ... DESCRIPTION OF DRAWINGS - The figure shows the block diagram of the remote service management (RSM) fault escalation system... ... A remote services management (RSM) fault escalation mechanism is disclosed which provides the ability to send electronic mail to one or more preselected recipients (the selection based upon criteria such as the type of fault, type of machine and customer) on the occurrence of an escalatable fault on a customer computer. The fault and the e-mail routing data is stored in a relational database. If a recipient of the e-mail does not respond by entering an "incident number" in the... ...

Claims:
executable instructions in machine readable form, wherein execution of the instructions by one or more processors causes the one or more processors to: determine a fault has occurred on a computer on the computer network; gather configuration information for each computer system on the computer network and storing the information in a database; provide fault information specific to the fault determined on the computer to a web page viewable on the computer network, wherein the fault information includes a fault ID and a configuration of the computer system on which the fault occurred; send notification of the fault to a first remote support person; if the remote support person does not respond within a predetermined time interval, send notification to another remote support person... Basic Derwent Week: 200445

Distributed environmental process control system
Rielly, David A; Desrochers, Eric M; Fortier, Joseph W; Vincent, Maurice R; Labrecque, Robert , USA
Publisher Url: http://patft.uspto.gov/netacgi/nph-Parser?Sect1=PTO2&Sect2=HITOFF&u =/netaht
ml/PTO/search-adv.htm&r=1&p=1&f=G&l=50&d=PTXT&S1=58 31848.PN.&OS=pn/5831848&
RS=PN/5831848
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Language: English

A process control system includes a high speed serial backbone communications network,
interconnecting a plurality of microprocessor based nodes that each act as the master to a high speed
serial branch network comprising device controllers, such as air flow valve controllers and transducers.
The primary network may operate in a time division multiplex mode whereby a node acting as a
synchronizing station periodically issues a synchronizing signal that commands each node to execute a
branch network control sequence, during which each node gathers and operates upon data it collects
from the device controllers within its branch network, and issues commands based thereon to the
branch network. An ensuing communications sequence also triggered by the synchronizing signal
enables each node on the primary network to transmit a command or a response to any other **node**
and, through such **other node**, to any **device** controller **in** any branch **network** of the system. Serial
ports on each **node** permit user **access** from any **node** on the primary network to any other point on
the **system** for purposes of **monitoring** and **control**. Serial **ports** on each **device controller** permit
user access to local **device parameters**.